



K.3
11/20/98

via hand delivery

November 20, 1998

Brad Bradley, RPM
U.S. EPA-Region 5 (SR-6J)
77 West Jackson Boulevard
Chicago, Illinois 60604-3507

Dear Brad:

Pursuant to our conversation on November 17, 1998, I am making the requested modification to notification timeframes for excavation, backfill placement, and sod placement discussed in the November 12, 1998, letter concerning enhancing communication with the residents. As I stated in the telephone call, ENTACT's standard operating procedure is to notify the resident a minimum of three days before initiating remediation activities listed in item one described below. With this modification, the following are the changes that will be implemented as ENTACT's quality assurance and quality control (QA/QC) procedures as it relates to the restoration issues and communication with the resident.

- ENTACT will improve documentation of communication with the homeowner. All changes discussed with the homeowner will be written and the restoration agreement will be amended.
- Shane Jarman's role is to facilitate effective communication between the resident and ENTACT and will have the title, Homeowner Relations Representative. Mr. Jarman's responsibilities are as follows:
 1. Contact the homeowner a minimum of three days before ENTACT excavates, backfills, and places the sod. He is the customer satisfaction representative that will note any concerns that the resident may have during each one of these phases.
 2. Contact the homeowner if weather forces us to change our field implementation schedule.
 3. The day after sod is installed. Mr. Jarman will conduct an inspection of the lot. Any deficiencies in the work will be noted by ENTACT and the resident will be informed. Mr. Jarman will meet with the homeowner to sign the close out and note any repair items that are still outstanding. Any differences of opinion or unresolvable issues will be brought to COE's and U.S. EPA's attention immediately.
 4. Mr. Jarman will also review with the resident the importance of keeping foot and dog traffic off the newly installed sod.

EPA Region 5 Records Ctr.



257871

5. Mr. Jarman will stay in contact with the owner to communicate the schedule for all repair items like fence and concrete repairs. These repairs are the only items that cannot be remedied immediately.
6. Mr. Jarman will schedule HEPA vacuuming activities.

ENTACT will provide additional details on how these modifications will be tracked and/or documented next week. If you have any questions, please call me at 972-580-1323.

Respectfully,

A handwritten signature in black ink, appearing to read "Thad Slaughter", written in a cursive style.

Thad Slaughter
ENTACT, Inc.

cc: Jeff Leed, Leed Environmental, Inc.
ENTACT's Granite City Field Office